

## **Benefits of Enhanced Wireless 9-1-1 in Michigan**

The number of wireless consumers in Michigan is growing at a rapid rate. With this growth comes an ever increasing number of travelers using their cellular phones to call 9-1-1 to request emergency help for themselves or others. It is common for dispatch centers to handle many incoming calls from travelers reporting the same incident. With current technology, it is impossible for the dispatcher to identify the caller or their phone number, or to determine the caller's location. This often causes a delay in the response time of emergency personnel as they must search for the exact location of the incident and have no method for recontacting the caller for further details of the incident. At times, it is difficult for the dispatcher to determine if callers are reporting a new incident or one that has been previously reported by other callers. Each call must be responded to.

Implementation of enhanced wireless 9-1-1 in Michigan will provide many benefits, including:

- Enhanced 9-1-1 Information
- Phone Number (call back number of the phone used to dial 9-1-1)
- Approximate Location

(Phase I--location of the cell site handling the phone call)

(Phase II--more precise location of the phone used to dial 911)

- Name (associated with the phone)
- Reduced Delays in Sending Emergency Help
- Greatly improve ability to determine the approximate location where help is needed and allow prompt dispatch of emergency assistance to the area
- Ensure wireless 9-1-1 calls are sent to the correct PSAP, reducing time it takes to dispatch aid
- Make it possible to transfer wireless 9-1-1 calls to other PSAPs over existing wireline 9-1-1 system
- Reduced Waste of Emergency Resources
- Reduce need for multiple agencies to respond to multiple locations because a more approximate location is known
- Reduce effort 9-1-1 operators expend to obtain accurate location information when caller is unfamiliar with their location, disoriented, or unable to speak

Implementation of wireless E9-1-1 will provide great benefits to all Michigan citizens and give the entire public safety community--police, fire, and EMS--a valuable tool in responding to our citizens' needs for service.